

AMERICANS WITH DISABILITIES ACT

PUBLIC NOTICE

The Town of North Andover does not discriminate on the basis of disability. Citizens, program applicants, participants, members of the general public, employees, job applicants, and others are entitled access to all Town programs, activities, and services without regard to disability.

Copies of this notice are available, upon request, in accessible formats (large print, audiotape, Braille, computer disc, etc.) Our grievance procedure, self-evaluation, as well as ADA policies, practices, and procedures, are readily available, upon request. This notice is posted prominently at all our sites, and on all program brochures and manuals.

The Town has designated the following person to coordinate its efforts to comply with the ADA. Inquiries, requests, and complaints should be directed to:

Donald Belanger, ADA Coordinator
Town of North Andover
120 Main Street
North Andover, MA 01845
TEL: (978) 688-9545
FAX: (978) 688-9542
dbelanger@northandoverma.gov

(Please post prominently at all public facilities).

7. Town of North Andover

ADA Policies, Procedures, and Practices

THE TOWN OF NORTH ANDOVER ADA GRIEVANCE PROCEDURE:

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by THE TOWN.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the aggrieved and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Donald Belanger, ADA Coordinator
Town of North Andover
120 Main Street
North Andover, MA 01845
TEL: (978) 688-9545
FAX: (978) 688-9542
dbelanger@northandoverma.gov
<http://www.northandoverma.gov>

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator, will respond in writing, and, when appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of Town of North Andover-The Town and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator, does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Town Manager or his or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Town Manager or his or her designee will respond in writing, and, where

appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the Town Manager or his/her designee, and responses from the ADA Coordinator and Town Manager or his/her designee will be kept by Town of North Andover for at least four years.

AMERICANS WITH DISABILITIES ACT (ADA)

Employment

Reasonable Accommodation Policy

It is the policy of The Town that no other qualified individual with a disability shall, solely by reason of his/her disability, be excluded from employment by The Town. Employment review and hiring will be based on the employee/prospective employee's ability to perform what The Town determines to be the essential functions of a job. Further, it is the policy of The Town that reasonable accommodations will be made for an otherwise qualified applicant or employee with a disability, unless the The Town can demonstrate that the accommodation imposes an undue financial or administrative hardship on the operation of its programs.

Notice of the availability of reasonable accommodations for job applicants will be included in postings and advertisements and will be made available upon request to applicants with disabilities during the pre-employment process if necessary to provide equal opportunity to secure employment at The Town.

All prospective employees will be informed at the initial interview that The Town does not discriminate on the basis of disability and that requests for reasonable accommodations needed for the performance of essential job functions or for the enjoyment of other benefits of employment should be made by the prospective employees following receipt of a conditional offer of employment, preferably at the post employment offer meeting.

People with disabilities employed by The Town may request reasonable accommodations from their immediate supervisor or from the ADA coordinator. Requests for reasonable accommodations should be made verbally and/or in writing describing the nature and purpose of the requested accommodation.

Assistance will be made available upon request to any individual who needs assistance in identifying or documenting the reasonable accommodation needed. The effectiveness of the accommodation and need for modifications or additional accommodations will be assessed during the first month of use of the accommodation.

Current employees seeking reasonable accommodations should make requests to their immediate supervisor who will inform the ADA coordinator. Requests for accommodations can be made at any time when they become necessary to the performance of essential job functions or the enjoyment of benefits of employment.

**Employment
Reasonable Accommodation Policy
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A decision regarding the requested accommodation will be made within ten business days of the submission of the request and any supporting documentation required by the Town. If the RA cannot be provided within ten business days of the request, the supervisor will issue a memo to the employee or applicant explaining why. If a substitute RA is being offered to the employee, this will also be explained verbally and in writing.

These policies will be modified when necessary by the ADA Coordinator. The final decision concerning any requested accommodation that may represent an undue financial or administrative hardship will be made by the Town Manager. Applicants or employees have the right to appeal the denial of any accommodation request using the ADA Grievance Procedure. In the case of a denial based on undue hardship by the Town Manager, the employee or applicant may appeal in writing to the President of the North Andover Board of Selectmen.

It is the policy of The Town that staff training and development activities provided by Town personnel and volunteers include information about rights and obligations under Title I of the ADA. Our staff training and orientation manual includes a full explanation of our ADA policies, procedures, and practices regarding employment.

AMERICANS WITH DISABILITIES ACT (ADA)

B. EMPLOYMENT TRAINING ASSURANCE

All materials include information on reasonable accommodations, grievance procedures, essential v. nonessential job functions, permissible and impermissible inquiries. Training will be conducted annually, and all new staff are trained, as per our staff orientation procedures, on all of the above requirements. The ADA Coordinator is the employee responsible for seeing that this is done.

Details of disability are kept separate from other employment information. Employees' right to confidentiality (whenever confidential information regarding disability, etc. is divulged) will be assured.

AMERICANS WITH DISABILITIES ACT (ADA) III
- NON-DISCRIMINATORY OPERATIONS
A. Equal Opportunity policy

The Town does not discriminate in employment practices against qualified job applicants or employees on the basis of disability in the areas of: hiring; promotion; demotion; transfer; recruitment; job advertisements; termination; post job offer; and training, etc. No qualified individual with a disability shall, solely by reason of his/her disability, be excluded from the participation in; be denied the benefits of; or otherwise be subjected to discrimination under any of our programs, services, and activities.

In addition, The Town shall:

- provide a program of information and awareness training about persons with disabilities to all supervisors and interviewers;
- review all job descriptions to ensure that they do not tend to screen out qualified individuals;
- eliminate unnecessary, non job-related mental and/or physical requirements for entry into each job;
- in the area of promotion, when a vacancy occurs, institute an internal search to determine if there is a qualified employee with a disability who could be promoted;
- provide alternate methods of informing employees with disabilities of relevant information (such as informing blind individuals of announcements posted on bulletin boards).
- review employee performance appraisals to ensure that no discriminatory patterns or practices exist or are developed affecting employees with disabilities or applicants; and provide reasonable accommodation in all areas of accessibility.

As stated earlier, it is the policy of The Town to ensure that persons with disabilities are provided maximum opportunity to participate in and benefit from programs, services, and activities.

**AMERICANS WITH DISABILITIES ACT (ADA) III
- NON-DISCRIMINATORY OPERATIONS
A. Equal Opportunity policy
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Moreover, it is our goal that such participation be in the same manner as those of non-disabled persons and in fully integrated settings.

It is understood that the obligation to comply with this policy is not obviated or alleviated by any state or local law or other requirement that, based on disability, imposes inconsistent or contradictory prohibition. Any prohibitions or limits upon the eligibility of qualified individuals with disabilities to receive services or practice any occupation or profession are not allowed under this policy.

B. Employment Policies and Procedures

The Town will make reasonable modifications to our policies, practices, and procedures in order to accommodate persons with disabilities whenever an otherwise qualified person with a disability requests such modifications, unless the agency can demonstrate that such modification would impose an undue burden or fundamentally alter the nature of our program or the services that we offer.

We are committed to making reasonable modifications when they are needed to afford persons with disabilities access to services and programs. The final decision concerning whether a request for a modification is reasonable (or is a fundamental alteration of the program) is made by the Town Manager in discussion with the ADA Coordinator, and, if appealed, Town Selectmen. Aggrieved employees or applicants have the right to appeal as per our grievance procedure.

Persons requesting a particular modification may be asked to furnish documentation to support the need for the modification.

Aggrieved individuals have the right to appeal as per our written appeals process. This policy will be modified when necessary to make our program accessible to people with disabilities.

C. Eligibility Requirements Assurance

Any prohibitions or limits on the eligibility of qualified individuals with disabilities to receive services or practice any occupation are not allowed under this policy. Eligibility requirements for our program are reviewed on a regular basis, and it has been determined they do not screen out or tend to screen out people with disabilities.

All safety requirements are similarly reviewed and it has been determined that there are no discriminatory requirements. The determination of the existence of a direct threat must be based on objective factual evidence and not stereotypes or misconceptions about a person's disability. If any new criteria are developed, their impact on persons with disabilities will be reviewed by the Town Manager, ADA Coordinator, and all staff will be informed on any changes in eligibility requirements that may arise.

D. Assurance Regarding Surcharges

It is the policy of The Town that surcharges are never charged to staff/participants (nor any other interested person) for reasonable accommodations under any circumstances. Such accommodations include, but are not limited to: American Sign Language (ASL) interpreters, Computer Aided Real-time Translation (CART), architectural accessibility, computer accessibility hardware or software, Braille material, or any other costs related to the participation of a person with a disability.

E. Integrated Services

It is our policy of that all of our services, programs, and activities are provided in the most integrated setting possible. People with disabilities are never required to participate in separate programs. Services will not be provided to any person with a disability in a manner or at a location different from that available to other. In all cases, the person with a disability (family members and other representatives only when appropriate) will be fully involved in the consideration and decisions.

F. Significant Assistance

It is the policy of The Town that programs to whom we provide significant support (or contract with) may not discriminate against people with disabilities. All contracts and program sites are regularly assessed to ensure non-discrimination against people with disabilities. The Town will not contract with any entity that discriminates.

G. Accessible Transportation

It is the policy of The Town that all transportation services provided are accessible to everyone regardless of their disability. In addition, any vehicles acquired for public non employee-only use, will be equipped with a wheelchair lift, tie downs, etc. all future van purchases will also be accessible. Our alternate transportation providers are: Atlantic Ambulance Service, tel: (718) 592-5400, and Chair To There, tel: (978) 777-7615; Handi-Call (781) 586-9780; American Medical Response (781) 592-8080.

H. Community Referral

Whenever The Town participates in other programs and services as a condition of participation (e.g. Commonhealth, Employee Assistance Programs- EAP, other counseling agencies, MRC, fuel assistance, DSS. etc.) or makes reference to other programs, it is our policy that such programs and services must be accessible. We have information regarding which of the programs (to which it may refer people) are accessible, and which are not. Please note that there is at least one accessible provider in each of the categories of services in which we make referrals.

I. Training Assurance Policy Regarding Non-discriminatory Operations

It is the policy of The Town that staff training and other staff development activities provided by agency personnel and volunteers include information about ADA requirements. Our programs operate in such a manner that does not discriminate against people with disabilities. As stated in our staff training and orientation manual, such training includes a full explanation of our ADA policies, procedures, and practices. Training is done on a regular basis, and The ADA Coordinator has the overall responsibility for ensuring that all staff are trained, including new employees.

IV. Effective Communication

A. Effective Communication Policy

It is the policy of The Town, Inc that auxiliary aids and services will be provided when necessary to ensure effective communication with persons whose disabilities effect communication. Persons with communication barriers will be given the opportunity to request the aid or service that they prefer and the requested aid or service will be given primary consideration by The Town unless doing so would impose an undue burden or a fully effective alternative is available.

It is the policy of The Town that all documents and publications are available, to anyone who requests them, in accessible formats. These include large print, audiotape, Braille, and computer disc.

The procedure for anyone who requests accessible formats (or any type of effective communication) is:

1. To specify his/her accessible format either in person, over the phone, or in writing to the ADA Coordinator at least 30 days in advance of the event.
2. Within four (5) business days of the request, The Town will provide the format to the requester at no charge.

The Town Manager is the staff person who makes undue burden determinations as per our procedures. When we decide what type of aid or service to provide, primary consideration is given to the type of aid or service preferred by the person with a disability.

B. TTY Assurance

The Town has a TTY at our offices, and plans to acquire more. The Town is a leader, and a role model to other organizations on providing effective communications, as well as all other areas of ADA compliance. Our TTY number will be listed consistently on all our communications where The Town's phone

number is given. TTY training will be provided for all employees with updates on an annual basis.

C. Alternative Format policy and Procedures

Alternative formats are made available to persons with disabilities who need them in alternate formats. Procedures have been established for the provision of alternative formats include large print, audiotape, Braille, and computer diskettes.

1. The procedure for requesting alternative formats is:
The person making the request should identify the materials desired and specify his/her preferred alternate format to the ADA coordinator either in person, by phone, or in writing at least 30 days in advance of the event or activity for which the material is needed.
2. The materials will be provided in the requested format at no charge. (Every attempt will be made to meet request made less than 30 days before an event or activity.)
3. If, after primary consideration has been given to the preferred format, the request cannot be met, an alternative effective format will be made available. If a request cannot be met the person making the request will be informed as soon as possible but at least 5 days in advance of the event or activity.

We use: Mass Association for the Blind Braille Program and Recording Studio, 200 Ivy Street, Brookline, MA. 02446, tel: 1 (800) 852-3029, mabind.org, or MSMT, The Braille Center, 651 Yolanda Avenue, Santa Rosa, California 95404, tel: (707) 579-1115, Fax: (707) 579-1246; Carolyn Colclough for Braille Transcription services.

The Town Manager is the staff person who makes undue burden determinations as per our procedures. When we decide what type of aid or service to provide, primary consideration is given to the type of aid or service preferred by the person with a disability.

D. Interpreter Services Policy

It is the policy of The Town that sign language interpreters, will be provided upon request to any person needing interpreter services in order to participate in any meeting, program, or activity of the agency. Requests should be made 30 days in advance of the scheduled event or meeting. (Every reasonable effort will be made to meet requests made with less than 30 days). Requests should be made either in person, over the phone, or in writing to the ADA coordinator, or Program Director.

Within twenty four (24) hours of the receipt, the ADA Coordinator or other responsible employee will contact the Massachusetts Commission for the Deaf and Hard of Hearing, (telephone # 617-695-7500) to schedule the interpreter service. In addition the MCDHH the International Institute of Greater Lawrence, Inc which maintains a list of names and phone numbers to at least three (3) qualified freelance language interpreters working in Greater Lawrence. Our Administrative Assistant coordinates requests for interpreters.

If an interpreter service cannot be obtained, the ADA Coordinator or other member of the staff will offer the option of an alternative effective form of communication or the opportunity to postpone the meeting until such a time as an interpreter can be scheduled.

It is the agency's policy to ensure funds are available for interpreting services by including a line item for interpreter services in each operating budget. The Town Manager is the staff person who makes undue burden determinations as per our procedures.

E. Assistive Listening Device Assurances

It is the policy of The Town that assistive listening devices will be provided upon request to persons needing such device to participate in programs, services and activities of the agency.

The procedure for requesting an assistive listening device is:

1. To specify his/her device or service either in person, over the phone, or in writing to The Town ADA Coordinator, Chief, Department Director, or Manager.
2. If the device or service is to be used for a The Town (or other interagency) meeting, the requester will make the request at least 7 days prior to the scheduled event or activity. (Every reasonable effort will be made to meet requests made with less than 7 days' notice.)
3. If adequate notice is given, and the Town Department, the Manager will offer the requester the option to postpone the meeting until such can be obtained.

The Town has an fm loop system. The Town will use Computer Assisted Real Time Reporter (CART), when requested by our staff, citizens, and participants for public meetings and events. MCDHH's statewide interpreter referral service is an additional resource for acquiring Interpreters as well as CART.

Adcare, Inc. (tel 508-752-7313, Jim Gorske; 5 Northampton Street Worcester, MA 01605, Fax 752-8111, is a resource for The Town. When we decide what type of aid or service to provide, primary consideration is given to the type of aid or service preferred by the person with a disability.

F. — G. TV Captioning and Video Assurance

It is the policy of The Town that audio-visual presentations (provided for the public by the library or any other The Town department) will be accessible to all individuals with disabilities.

Whenever we provide TV programs, attempts are made to use captioned videos, whenever available. Captioned videos are used when necessary to ensure effective communication.

The procedure for any participant who requests a close caption device or descriptive reading service is:

1. To specify his/her need either in person, by telephone, or in writing to the ADA Coordinator or other Department Director or the Program Manager at least four (5) days before the film will be presented.
2. Within four (5) business days, we will provide the close caption video and device, or descriptive reading service during the presentation at no cost to the participant. Staff is trained on a regular basis by our Deaf/Hard of Hearing IL Services (DHILS) staff on the use of interpreters, decoders, CART, and other effective communications.

H. Effective Communication Training Assurance

Training on all aspects of effective communication is conducted at least annually, and all new staff is trained, as per our staff orientation procedures, on all of the above requirements. All staff is familiar with, and has a copy of our entire ADA Policies, Procedures, and Practices.

Attachment A: Vendor Product Literature

Where to Purchase Equipment

Preface

It is our goal to present information in this document that will be helpful to persons who are looking for information on assistive technology. While it is impossible for us in a document such as this to keep abreast of the very latest "breaking news" in terms of technological advancements, we will make every effort to keep our information as current as possible. If you cannot find what you are looking for, or if you do not know what you are looking for after reading this page, please contact us. The staff of the Communication Access, Training and Technology Services at MCDHH is knowledgeable about all current technology used by Deaf, hard of hearing and late - deafened individuals and may be able to answer specific questions or direct you to the appropriate source for vendor-specific information.

There are many ways to classify communication aids and technology. To better enable our readers to find the appropriate source for their specific need, we have separated resources into several different categories. Some vendors/resources may appear in more than one category, so if you are looking for a specific vendor please look at the entire page before contacting us if you cannot find them.

Resources, Manufacturers and Vendors: *If your listing is incorrect or you wish to be added/deleted from this page, please send us an e-mail with the relevant information.*

Overview

Alerting/Signaling/Paging Devices

This category covers a broad range of products that alert Deaf, hard of hearing or late deafened individuals to sounds in their environment, such as doorbells, telephones, alarm clocks, kitchen timers, smoke detectors, a barking dog or a crying baby. The devices may use visual, amplified audible or tactile (vibrating) alerts or a combination of all three to alert the user to any of these sounds. Some devices are suitable for installation in multi-unit dwellings and will generally require the assistance of a qualified electrician - or the building's maintenance personnel where applicable - to install, while others are wireless and can be set up by most anyone without specific technical knowledge simply by plugging them in.

It is important to realize that there is no real one-size-fits-all solution. Different systems have different idiosyncrasies, and preferences vary from individual to individual. It is important that the system you select match your lifestyle. For example, if you live in your own home, love gardening and work in your backyard

frequently, a system that features a tactile pager is a must. If, on the other hand, you live in an apartment building or are quite sedentary and frequently wear nothing but a bathrobe or a housecoat when you are at home, a tactile pager system may not make sense because it typically requires wearing it on a belt so it is close enough to your body for you to actually feel the alert. Carrying it in your pocket may render it relatively useless, in which case a visual alerting system is to be preferred.

Make sure that you are easily able to differentiate between the different triggers or alerts, since a system that is not clear to you will soon have you frustrated and ignoring it. Likewise, if you are considering a wireless system, you may want to be sure that it is user-adjustable so you can change the transmitting and receiving frequencies if there should be an excessive amount of interference with the factory settings given the very large number of consumer wireless devices in use today. If you live in an area with frequent power outages, you may also want to consider a system that offers at least some degree of battery back-up capability for tactile alerting. There is no system currently on the market that will activate a strobe or flash a light without electricity.

If you have any kind of seizure disorder, we very strongly recommend you do not purchase any system featuring strobe lights as the only alerting option, as these are known to trigger seizures in affected individuals.

Assistive Listening Devices and -Systems (ALD and ALS)

ALD are generally used by individuals in smaller settings, while ALS are often encountered in large conference, meeting and entertainment venues and are capable of greater range and of supporting multiple receivers. Both are primarily used by hard of hearing individuals who have usable residual hearing and who can benefit from amplification. ALDs have been very much overlooked as an excellent alternative - or addition to - hearing aids in situations that will render the most sophisticated hearing aid by itself virtually useless. Background noise, coupled with poor room acoustics and distance from the sound source, can make it impossible for a person to clearly receive the intended "signal" (the sound source a person wants to hear) because of interference from the "noise" (the sounds a person does NOT want to hear but which intrude on what they DO want to hear). An ALD can avoid this conundrum by picking up the desired sound at the source and transmitting it directly to the listener's ear (or hearing aid) by a variety of transmission standards. Please see our [Assistive Listening Devices](#) page for more information.

Please note that quite a few hearing aid manufacturers have incorporated FM systems into their hearing aids by adding a modular "boot", a very small receiver that generally attaches to the hearing aid's direct audio input socket. If you have a late model hearing aid, and are considering purchasing an ALD(S), you might want to inquire about the availability of such an add-on option to your hearing aid.

Telecommunications

There are various types of equipment that are designed to allow the Deaf, hard of hearing or late deafened user to effectively access the telephone system. Amplifiers help to boost the volume of either incoming or outgoing calls. TDD's are designed to facilitate nonverbal conversations on the telephone by allowing users to type messages back and forth. Please see our [Using A TTY](#) page. Wireless telecommunications allow users to stay in touch via sophisticated alphanumeric devices that can send and receive wireless text messages, as well as featuring direct communication with TDD's and other, more advanced, options.

Visual Communications: Interpreting, Communication Access Real-time Translation (CART), Speech Recognition, Notetaking, Closed Captioning, Captioned Movies, Text Displays

Interpreting refers to the translation of spoken English into American Sign Language (ASL) and vice versa, preferably by a certified and screened American Sign Language Interpreter. In Massachusetts, MCDHH is the entity responsible for screening and certifying interpreters. Please see our [What Is An Interpreter](#) page for more information.

Communication Access Real-time Translation is a technology whereby a professional CART provider transcribes dialogue, as it is happening, using stenotype machines and specialized software. The resulting text can be viewed "live" on a notebook screen, be projected for multiple users to view on a large screen, or be inserted into a video feed for instant captioning. CART providers do, in fact, provide much of the captioning seen in movies and/or broadcast television.

Speech recognition is a process whereby a computer with specialized software "hears" spoken text and displays it in printed form for the person with hearing loss to read. While the technology is promising and has come very far, it is important to note that no program or software currently available approximates the speed and accuracy rate of a professional CART provider.

Note taking or C-Print is a form of non-verbatim "live" summation in which a specially trained individual with excellent typing ability attempts to summarize what is being said, usually by typing onto the keyboard of a laptop computer. This system does not provide verbatim output; however, it is being used where CART service is not available or where CART would be prohibitively expensive. It is worth noting that opinions diverge greatly as to the viability of this service. Few if any end-users would prefer Note taking or C-Print over CART given the choice, while educational institutions and others who are unable to find sufficient CART providers and/or claim to be unable to afford to provide them are the main proponents of this service.

Captions display spoken dialogue as printed words on the bottom of the television screen of a captioned TV program or a video. There are three forms of captioning: open, closed and real-time. *Open* captions can be viewed on all television sets; even those that do not have closed caption decoder circuitry.

Closed captioning is present in almost all current televisions, since the

Americans with Disabilities Act mandated that all television sets sold in the U.S. after 1993, with screens 13 inches or larger, include a built-in decoder chip. This applies only to television sets with tuners, not to computer monitors or specialized display devices such as stadium view screens. For those devices, there are a number of manufacturers still making closed caption decoders, devices, which decode the captioned signal before it is, sent to the screen for display.

Text Displays are special displays that show text output.

Disclaimer Notice:

Listing in this document does not constitute or imply endorsement by the Commission of any particular product, manufacturer, vendor or resource. We very strongly encourage interested parties to try equipment hands-on before ordering it to minimize the possibility of dissatisfaction.

Assistive Technology: Research & Demonstration Resources:

Among these resources are those within Massachusetts with a demonstration center and/or retail showroom. This is where you can actually try out equipment and obtain advice from people who can suggest to you what type of equipment would best address your needs. Since vendor information may change, please call ahead if you are planning a visit to any of these centers to ensure someone will be there to meet you.

Massachusetts Commission for the Deaf and Hard of Hearing
Communication, Training, and Technology Services Jonathan O'Dell, Director
150 Mt Vernon Street
Suite 550
Boston, MA 02125-3115 617-740-1600 Voice 800-882-1155 Voice 617-740-1700 TTY 800-530-7570 TTY Fax: 617-740 -1699
MCDHH.Office@state.ma.us
www.state.ma.us/mcdhh
Technical Assistance, Training, Information, Resource Development and Referral
Contact: Carole Rossick or Jonathan O'Dell

New England ADA & Accessible IT Center do Adaptive Environments, Inc. 374 Congress St., Suite 301 Boston, MA 02210-1807 617-695-1225 Voice/TTY 800-949-4232 Voice/TTY
adaptive@adaptenv.org Internet: www.adaptenv.org

Technical, building and universal design requirements under the Americans with Disabilities Act

Boston Guild for the Hard of Hearing
1505 Commonwealth Avenue 4th floor
Brighton, MA 02135-3605 888 GO GUILD Voice/TTY
bostonguild@hotmail.com
www.bostonguild.org
Audiological Services, Speechreading Classes, Retail Showroom

Clarke School for the Deaf / Center for Oral Education *Center for Audiological Services*
Holly Altman, CCC-A, Director

Hartling Communications, Inc. 85 Wilmington Road, Suite 16
Burlington, MA 01803-1499
781-272-7634 Voice
781-270-6710 TTY
800-475-3183 Voice
800-672-9455
Fax: 781-229-9161
hartcom@ultranet.com
www.hartling.com
Assistive Technology Showroom, ALDS, ADSS, Telecommunications

Massachusetts Assistive Technology Partnership (MATP)
1295 Boylston St.
Suite 310
Boston, MA 02215-3407
617-355-7820 Voice
617-355-7301 TTY
617-355-6345 Fax
matp@matp.org
www.matp.org
Information, Referral, Technical Assistance, and Policy Consultation to improve access to assistive technology

Massachusetts State Association of the Deaf (MSAD)
220 Main Street
Malden, MA 02148-6905
781-388-9115 TTY 781-388-9114 Voice 781-388-9015 Fax
MSADeaf@aol.com
www.MSAD.org
Retail Showroom

Northeast Technical Assistance Center at Northern Essex Community College
100 Elliott Way
Haverhill, MA 01830-2311
978-556-3341 TTY Voice
978-556-3104 Fax
NETAC@necc.mass.edu
www.pepnet.org
Assistance to Deaf and hard of hearing postsecondary students

Rehabilitation Engineering Research Center (RERC) on Hearing Enhancement
Division of Audiology and Speech-Language Pathology
Gallaudet University
Kendall Green
800 Florida Avenue NE
Washington, DC 20002-3600
Public Contact: Lois O'Neill
Dissemination Coordinator
718-350-3203 Voice/TTY
718-899-3433 Fax
info@hearingresearch.org
www.hearingresearch.org

Rehabilitation Engineering Research Center (RERC) on Telecommunication Access
UW Madison
Trace Center, College of Engineering
5901 Research Park Blvd., Suite 200
Madison, WI 53719-1252
Public Contact: Nancy Gores, 608-263-2309 Voice

ADSS: Alerting Devices and Signaling Systems, Manufacturers

Ameriphone

(see
*Telecommunications:
Manufacturers and
Vendors*)

Hearing Resources

4311 NE Tillamook
Street Portland OR
97213
800-531-2139 Voice/TTY
503-774-3668 Voice/TTY
Fax: 503-774-7247
info@earlink.com
www.earlink.com

Global Assistive Devices, Incorporated

4950 North Dixie
Highway
Suite 121
Fort Lauderdale, FL
33334-3947
888-778-4237 Voice
954-784-0035 Voice
Fax: 954-784-0047
info@globalassistive.com
www.globalassistive.com

NFSS Communications

1 Turnmore Court
Silver Spring, MD 20906-
2129
888-589-6670 Voice/TTY
Fax: 301-871-3731
info@nfss.com
www.nfss.com

Phone-TTY Incorporated

(see *Telecommunications:
Manufacturers and Vendors*)

Silent Call Communications Corporation

Post Office Box 868
Clarkston, MI 48347-0868
800-572-5227 Voice/TTY
248-673-0221 Voice/TTY
Fax: 248-673-5442
sales@silent-call.com
www.silent-call.com

Sonic Alert, Inc.

1050
East Maple Road Troy,
MI 48083-2813 248-577-
5400 Voice/TTY Fax:
248-577-5433
sonic-info@sonicalert.com
www.sonicalert.com

Ultratec, Inc.

(see
*Telecommunications:
Manufacturers and
Vendors*)

Walker Equipment Corporation

(see
*Telecommunications:
Manufacturers and
Vendors*)

* Also see Resources &
Catalog Vendors for
ADSS

ALDS: Assistive Listening Devices and Systems

American Loop Systems

29 Silver Hill Road, Suite 100
Milford, MA 01757-1311
Audio Induction Loop ALDS

Listen Technologies Corporation

8535 South 700 West, Suite A
Sandy, UT 84070-2515
800-330-0891 Voice

Williams Sound Corporation

10399 West 70th Street
Eden Prairie, MN 55344-345
800-328-6190 Voice
952-943-2252 Voice

Audex/Audiometrics

710 Standard Street
Longview, TX 75604-
5443 800-237-0716
Voice/TTY 800-283-3974
Fax 903-295-8244
Voice/TTY 903-295-0310
vbeatty@audex.com
www.audex.com
Infrared, Counterloop and
Hardwired ALDS
Telecommunications

Audio Enhancement

12613 South Redwood Road
Riverton, UT 84065-5211
801-254-9263 Voice/TTY
801-254-3802 Fax
www.audioenhancement.com
jeff@audioenhancement.com
FM ALDS

AVR Sonovation, Inc.

7636 Executive Drive Eden
Prairie, MN 55344-3677
800-462-8336 Voice
612-934-3111 Voice
612-934-3033 Fax
sonos@avrsono.com
www.avrsono.com
FM ALDS BTE-FM

Centrum Sound

572 La Conner Drive
Sunnyvale, CA 94087-5712
408-736-6500 Voice
408-736-6552 Fax
info@centrumsound.com
www.centrumsound.com
ALDS
TELECOMMUNICATIONS

Com-Tek

357 West 2700 South
Salt Lake Town. UT 84115-2904

801-233-8992 Voice
Fax: 801-233-8995
info@ListenTech.com
www.ListenTech.com

Oval Window Audio

33 Wildflower Court
Nederland, CO 80466-9638
303-447-3607 Voice/TTY/Fax
info@ovalwindowaudio.com
www.ovalwindowaudio.com
Audio Induction Loop ALDS

Phonak Inc., USA 4520

Weaver Parkway
Warrenville, IL 60555-3927
630-821-5000 Voice
800-679-4871 Voice
Fax: 630-393-7400
info@phonak.com
www.phonak-us.com
BTE FM

Phonic Ear, Inc.

3880 Cypress Drive
Petaluma, CA 94954-7600
800-227-0735 Voice
800-227-0735 ext. 291 TTY
707-769-1110 Voice
Fax: 707-781-9415
www.phonicear.com
FM and Infrared ALDS
Sound Field Systems

Sennheiser Electronic Corporation

1 Enterprise Drive
Old Lyme, CT 06371-1568
Fax: 860-434-1759
audiology@sennheiserusa.com
www.sennheiserusa.com
Infrared ALDS

866-943-9675 TTY
Fax: 952-943-2174
info@williamssound.com
www.williamssound.com
FM, IR and Hardwired ALDS
Audible Telecommunication
Products

**Rentals of FM Assistive
Listening Systems for
Accessible Events:****Hartling**

Communications, 85
Wilmington Road, Suite 1
Burlington, MA 01803-1499
781-272-7634 Voice
781-270-6710 TTY
800-475-3183 Voice
800-672-9455
Fax: 781-229-9161
hartcom@ultranet.com
www.hartling.com

MassAV

80 Cambridge Street
Burlington, MA 01803-4146
781-270-0027 Voice
Fax: 781-270-0037
info@massay.com
www.massay.com

Terry Hanley Audio System

John Doerschuk, G.M.
329 Elm Street
Cambridge, MA 02139-1496
617-661-1520 Voice
Fax: 617-661-3349
mail@terryhanleyaudio.com
www.terryhanleyaudio.com

801-466-3463 Voice 801-484-6909 TTY
sales@comtek.com
www.comtek.com

Gentner Communications Corporation

1825 Research Way
Salt Lake Town, UT 84119-2302
800-945-7730 Voice
800-933-5107 Fax
801-975-7200 Voice
801-977-0087 Fax
sales1@gentner.com
www.gentner.com
FM ALDS

Telex Communications, Inc.
12000 Portland Avenue South
Burnsville, MN 55337-1522
www.Telex.com

*Telex Personal FM ALD,
BTE-FM, Soundfield Systems*
Contact: Pam Johnson
pam.johnson@telex.com
800-828-6107 ext. 5546
866-292-7707 Fax
Telex Large Area FM ALS
Contact: Carla Engler
carla.engler@telex.com
800-392-3497
Fax: 800-323-0498

Telecommunications: Manufacturers and Vendors

Ameriphone, Inc. 12082
Western Ave. Garden Grove, CA
92841-2913 800-772-2889 TTY
800-874-3005 Voice
Fax: 714-897-4703
customerservice@ameriphone.com
www.Ameriphone.com
Telecommunications, ADSS

Audex/Audiometrics
(see ALDS)

DiRAD Technologies, Inc. 14 Computer Drive
East Albany, NY 12205-
1153 518-438-6000 Voice
518-459-6710 TTY
Fax: 518-458-2782
info@dirad.com
www.DiRad.com
TTY Automated Menu Software

Intelligent Products Company
1500 Worcester
Road # 322
Framingham, MA
01702-8998
508-879-5425 TTY
info@softtty.com
www.softtty.com
TTY Software for
Apple/Macintosh

Microflip Inc.
11213 Petworth
Lane
Glenn Dale, MD
20769-2017
301-262-2607
Voice
301-262-6020
Voice/TTY

Phone-TTY, Inc.
1246 Route 46 West
Parsippany, NJ 07054-
2121
888-332-3889
Voice/TTYNCO
973-299-6627 Voice
973-299-6626 TTY
973-299-7768 Fax
PhoneTTY@aol.com
www.phone-tty.com
TTY Software,
Telecommunications

Ultratec, Inc.
450 Science Drive
Madison, WI 53711-
1166
800-482-2424
Voice/TTY
608-238-5400
Voice/TTY

HATIS Corporation
1981 North Broadway,
Suite 310
Walnut Creek, CA 94596-3841
925-256-7767 Voice
Fax: 925-274-0400
uhearne@hatis.com
www.hatis.com
Hearing Aid Telephone
Interconnect
Systems

301-262-4978 Fax
info@microflip.com
www.microflip.com
TTY Software

608-238-3008 Fax
service@ultratec.com
www.ultratec.com
Telecommunications -
Visual, ADSS

**NXi
Communications,
Inc.**

4505 S. Wasatch
Blvd.
Suite 120, Eagle
Plaza Center
Salt Lake Town, UT
84124-4710 801-
274-6001 Voice
801-274-6004 TTY
Fax: 801-274-6002
nxi@nextalk.com
www.nxicom.com
TTY Software

**Walker Equipment
Corporation**

4289 Bonny Oaks Dr.
Suite 106
Chattanooga, TN 37406-
1600
800-HANDSET Voice
423-622-7793 Voice
Fax: 800-325-8871
Fax: 423-622-0414
product@mywalker.com
www.mywalker.com
Telecommunications -
Audible, ADSS

Telecommunications: Wireless

Arch Wireless

1800 West Park Drive # 250
Westborough, MA 01581-
3989
888-534-1397 Voice
508-870-6700 Voice
Fax: 508-836-3626
sales@arch.com
www.arch.com

Skytel

**Communications, Inc.,
WorldCom**
515 East Amite Street
Jackson, MS 39201-
2907
800-552-6835 Voice
601-944-1300 Voice
www.skytel.com

**Wynd Communications
Corporation**

75 Higuera Street # 240
San Luis Obispo, CA
93401-5425
800-549-9800 Voice
800-549-2800 TTY
Fax: 805-781-6001
sales@wynd.com
www.wynd.com
www.wyndteldealers.com

Interpreting/CART

MCDHH Interpreter/CART Referral Service

(M-F 8:45 to 5:00)
617-740-1600 Voice
617-740-1700 TTY
Fax: 617-740-1880
For medical, mental health, or legal emergencies only:
800-249-9949 TTY Voice

National Court Reporters Association

8224 Old Courthouse Road
Vienna, VA 22182-3808
800-272-6272 Voice
703-556-6272 Voice
703-556-6289 TTY
Fax: 703-556-6291
msic@ncrahq.org
www.ncraonline.org

Massachusetts Court Reporters Association

Robert Bramanti, President-Elect
19 Harrison Street
Framingham, MA 01702-2313
508-879-4891 Voice
Fax: 508-879-4888
mcra@resource-network.com

Court Reporting Information Technologies (CRIT)

NCRA- Approved Training Program
Springfield Technical Community College
Dr. Beverly McCarthy, CRI, CPE
One Armory Square
Springfield, MA 01101-9000
413-755-4099 Voice
Fax: 413-731-8428
BmcCarthy@STCC.Mass.edu
www.stcc.mass.edu

Registry of Interpreters for the Deaf (RID)

333 Commerce Street
Alexandria, VA 22314-2801
703-838-0030 Voice

1450, Inc.

iCommunicator
7108 Fairway Drive,
Suite 101
Palm Beach Gardens, FL 33418
Voice: 888-933-0001
FAX: 561-630-0375
icom1450.com
www.mycommunicator.com

Notetaking

Northeast Technical Assistance Center (NETAC)

52 Lomb Memorial Drive
Rochester, NY 14623-5604
716-475-6433 Voice/TTY
Fax: 716-475-7660
netac@rit.edu
www.netac.rit.edu

Captioning

The Caption Center at WGBH

125 Western Avenue
Allston, MA 02134-1098
617-300-3600 Voice/TTY
Fax: 617-300-1020
access@wgbh.org
www.WGBH.org

Captioneering

704 South Victory Boulevard, Suite 204
Burbank, CA 91502-2471
888-418-4782 Voice
818-558-3361 Voice
Fax: 818-558-3368
www.captioneering.com

CaptionMax

401 Fifth Avenue, Fifth floor
New York, NY 10016-3317
212-686-3644 Voice
Fax: 212-686-3229

RapidText

1801 Dove Street,
Suite 101
Newport Beach, CA 92660-2403
949-399-9200
Voice
info@rapidtext.com
www.rapidtext.com

ViTAC

101 Hillpointe Drive
Canonsburg, PA 15317-9503
724-514-4000
Voice
800-278-4822
Voice
724-514-4100 TTY
Fax: 724-514-4111
info@vitac.com
www.vitac.com

Captioned Movies

Captioned Media Program

1447 East Main Street
Spartanburg, SC 29307-2240
800-237-6213 Voice
800-237-6819 TTY
Fax: 800-538-5636
info.cfv.org
www.cfv.org

Movie Theater Rear Window Captioning

National Center for Accessible Media
WGBH Educational Foundation
Motion Picture Access Project

Selected Catalog Vendors

The following vendors represent only a small sample of the total number of vendors in this field. The Commission cannot and does not endorse individual vendors, and listing in this section does not constitute endorsement any more than omission of listing constitutes lack of endorsement. If your company listing is missing, needs to be updated or you wish it to be removed, please send the relevant information to the MCDHH Webmaster.

ADCO Hearing Products, Inc.

5661 South Curtice Street
Littleton, CO 80120-1107
800-726-0851 Voice/TTY
303-794-3928 Voice/TTY
Fax: 303-794-3704
sales@adcohearing.com
www.ADCOhearing.com

General Technologies

7417 Winding Way
Fair Oaks, CA 95628
800-328-6684 Voice/TTY
916-962-9225 Voice/TTY
Fax: 916-962-9823
devices4less@netscape.net
www.devices4less.com

HARC Mercantile, Ltd.

1111 West Centre Avenue
Portage, MI 49024 or
P.O. Box 3055
Kalamazoo, MI 49003-3055
800-445-9968 Voice/TTY
800-413-5245 TTY
800-413-5248 Fax
home@hacofamerica.com
www.harcmercantile.com

Harris Communications

15155 Technology Drive
Eden Prairie, MN 55344-2277
800-825-6758 Voice
800-825-9187 TTY
612-906-1180 Voice
612-906-1099 Fax
mail@harriscomm.com
www.harriscomm.com

Hartling Communications, Inc.

85 Wilmington Road, Suite 16
Burlington, MA 01803-1499
781-272-7634 Voice
781-270-6710 TTY
800-475-3183 Voice
800-672-9455
Fax: 781-229-9161
hartcom@ultranet.com
www.hartling.com

Hearing Resources**HEAR-MORE**

42 Executive Boulevard
Farmingdale, NY 11735-4710
800-881-4327 Voice
800-281-3555 TTY
Fax: 631-752-0689
sales@hearmore.com
www.hearmore.com

HiTec Group International, Inc.

8160 South Madison Street
Burr Ridge, IL 60527-5854
800-288-8303 Voice/TTY
800-536-8890 TTY
630-654-9200 Voice/TTY
Fax: 630-654-9219
info@hitec.com
www.hitec.com

LS&S Group, Inc. Post

Office Box 673 Northbrook,
IL 60065-0673
800-317-8533 TTY
800-468-4789 Voice
847-498-1482 Fax
idean@LSSonline.net
www.LSSonline.net

Potomac Technology, Inc. One

Church Street, Suite 101
Rockville, MD 20850-4194
800-433-2838 Voice/TTY
301-762-4005 Voice
301-762-0851 TTY
301-762-1892 Fax
info@potomactech.com
www.potomactech.com

SoundBytes

P.O. Box 287175
New York, NY 10028-0020
800-667-1777 Voice/TTY
212-371-7318 Fax
info@soundbytes.com
www.soundbytes.com

Weitbrecht Communications,

Inc. 2716 Ocean Park Blvd. ²⁸
Suite 1007
Santa Monica, CA 90405-5235
800-232-9130 V/TTY

Addendum

**Americans With Disabilities Act (ADA) Non-Discrimination on the Basis of Disability
Policies and Procedures**

How to obtain: Alternate formats, assistive listening devices, and other reasonable accommodations.

Alternate Formats
Braille and Transcription service providers

1. MSMT, The Braille Center
11 West Bareham Avenue
Santa Rosa, California 95407
tel (707) 579-1115
fax (707) 579-1246

2. Massachusetts Association For The Blind
Braille Department
200 Ivy Street
Brookline, Mass. 02146
tel (800) 682-9200

3. Ferguson Industries
call Phil Oliver
tel (800) 392-6450
For Audiotape Transcription:

4. Lowell Association For The Blind
174 Central Street
Lowell, Mass. 01852
tel (508) 454-5704

5. Massachusetts Association For The Blind
Recording Department*
200 Ivy Street
Brookline, Mass. 02146
tel (800) 682-9200

*ask about tone indexing for large documents, which is recommended).

For large print: Use your xerox, copy machine, your computer, etc. 14 point print or better is large print.

For computer disc format: Provide the requester with a disc which contains your text. Ascii, or other formats are generic for blind computer users.

Assistive Listening Devices
(Includes audio loop systems, hearing aids, etc.).

American Loop Systems
43 Davis Road, Suite 11
Belmont, Mass. 02178
(617) 776-5667
(800) 955-7204

Audiological Engineering Company
35 Medford Street
Somerville, Mass. 02143
(617) 623-5562

Potomac Technology, Inc.
One Church Street, Suite 101
Rockville, MD 20850-4194
800-433-2838 Voice/TTY
301-762-4005 Voice
301-762-0851 TTY
301-762-1892 Fax
info@potomactech.com
www.potomactech.com

Interchurch Audio Resources
11 Lynch Street
Melrose, Mass. 02176
(617) 665-1442

National Catalog House For The Deaf
4248 North Kilpatrick Avenue
Chicago, Illinois 60641
(312) 736-6250
(312) 736-5243(TTY)
(312) 286-7820(fax)
(Also sells- close-caption devices, volume control telephones, flashing smoke detectors, fire alarms, flashing doorbells, VCR decoders, hearing aids, etc.)

AA&T Burlington
Burlington Mall
Middlesex Turnpike
Burlington, Massachusetts 01803
(617) 273-5744 v/tty

To Purchase TTY machines:

AA&T Special Needs Store
North Shore Shopping Center
North Shore Mall
Routes 128 and 114
(508) 532-3444

Allied Telecommunications
60 Oxford Road
Newton Center, Mass. 02159
(617) 969-3550

Hartling Communications
7 Sunset Drive
Burlington, Mass.
(617) 272-7634

Richard Doody
Metro Communications
80 Lynn Street
Everett, Mass. 02149
(617) 387-9212 (sales and service)

National Catalog House For The Deaf
4248 North Kilpatrick Avenue
Chicago, Illinois 60641
(312) 736-6250
(312) 736-5243(TTY)
(312) 286-7820(fax)

To obtain descriptive video service (DVS) for video presentations, contact Brian Langlois at the Northeast Independent Living Program (508) 687-4288, or WGBH TV in Allston, (617) 492-2777.

To request a sign language interpreter, call the Massachusetts Commission For The Deaf and Hard of Hearing (MCDHH), Statewide interpreter referral service at (617) 727-5106, 1(800) 882-1155, their address is:
MCDHH,
600 Washington Street,
Suite 600
Boston, Mass 02111